

STATE OF MAINE
Department of Health and Human Services
Office of Multicultural Affairs

RFP#201510183

**Supplemental Support Services for Older Refugees
of Cumberland County**

RFP Coordinator: Catherine S. Yomoah
151 Jetport Boulevard, South Portland, Maine 04102-1946

Tel: 207-822-2381 E-mail: catherine.yomoah@maine.gov

From the time this RFP is issued until award notification is made, all contact with the State regarding this RFP must be made through the aforementioned RFP Coordinator. No other person / State employee is empowered to make binding statements regarding this RFP. Violation of this provision may lead to disqualification from the bidding process, at the State's discretion.

Bidders' Conference:
November 18, 2015; 9:00-11:00 a.m. local time
Location: Department of Labor's Casco Room
151 Jetport Blvd.
South Portland, ME 04102

Deadline for Submitted Questions: December 2, 2015, 5:00 p.m. local time

Deadline for Submitted Letter of Intent: December 18, 2015, 5:00 p.m. local time

Proposals Due: January 19, 2016, not later than 2:00 p.m. local time

Submit to:

Division of Purchases
Burton M. Cross Building, 111 Sewall Street, 4th Floor
9 State House Station, Augusta ME 04333-0009

TABLE OF CONTENTS

PUBLIC NOTICE.....	3
SUPPLEMENTAL SUPPORT SERVICES FOR OLDER REFUGEES OF CUMBERLAND COUNTY	4
PART I INTRODUCTION.....	4
A. PURPOSE AND BACKGROUND.....	4
B. GENERAL PROVISIONS.....	4
C. ELIGIBILITY TO SUBMIT BIDS.....	5
D. CONTRACT TERMS.....	5
E. NUMBER OF AWARDS.....	5
F. DEFINITIONS.....	5
PART II SCOPE OF SERVICES TO BE PROVIDED.....	8
PART III KEY RFP EVENTS.....	12
A. TIMELINE OF KEY RFP EVENTS.....	12
B. BIDDERS CONFERENCE.....	12
C. QUESTIONS.....	12
D. LETTER OF INTENT TO BID.....	12
E. SUBMITTING THE PROPOSAL.....	13
PART IV PROPOSAL SUBMISSION REQUIREMENTS.....	15
A. PROPOSAL FORMAT.....	15
B. PROPOSAL CONTENT.....	16
PART V PROPOSAL EVALUATION AND SELECTION.....	18
A. EVALUATION PROCESS – GENERAL INFORMATION.....	18
B. SCORING WEIGHTS AND PROCESS.....	18
C. SELECTION AND AWARD.....	19
D. APPEAL OF CONTRACT AWARDS.....	19
PART VI CONTRACT ADMINISTRATION AND CONDITIONS.....	20
A. CONTRACT DOCUMENT.....	20
B. STANDARD STATE AGREEMENT PROVISIONS.....	20
PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS.....	22
PART VIII APPENDICES.....	23
PROPOSAL COVER PAGE.....	24
COST PROPOSAL FORM.....	25
DATA ELEMENTS TO BE REPORTED.....	26

Public Notice

State of Maine
Department of Health and Human Services
Public Notice for RFP#201510183
Supplemental Support Services for Older Refugees of Cumberland County

The State of Maine, Department of Health and Human Services, Office of Multicultural Affairs, has a requirement for Supplemental Support Services for Older Refugees of Cumberland County. In accordance with State procurement practices, the Department is hereby announcing the publication of a Request for Proposals (RFP) #201510183 for the purchase of the aforementioned services.

A copy of the RFP can be obtained by registering and downloading at the following website: <http://www.maine.gov/dhhs/rfp/index.shtml> or by contacting the Department's RFP Coordinator for this project: Catherine S. Yomoah, State Refugee Coordinator. The RFP Coordinator can be reached at the following email address: catherine.yomoah@maine.gov or mailing address: 151 Jetport Boulevard, South Portland, Maine 04102-1946. The Department encourages all interested vendors to obtain a copy of the RFP and submit a competitive proposal.

Bidders' Conference: November 18, 2015; 9:00-11:00 a.m., at the Department of Labor's Casco Room, 151 Jetport Blvd., South Portland, ME 04102

Deadline for Submitted Letter of Intent: December 18, 2015, 5:00 p.m. local time

Proposals must be submitted to the State of Maine Division of Purchases, located at the Burton M. Cross Office Building, 111 Sewall Street, 4th Floor, 9 State House Station, Augusta, Maine, 04333-0009. Proposals must be submitted by 2:00 pm, local time, on January 19, 2016, when they will be opened at the Division of Purchases' aforementioned address. Proposals not received at the Division of Purchases' aforementioned address by the aforementioned deadline will not be considered for contract award.

State of Maine - Department of Health and Human Services
RFP#201510183
Supplemental Support Services for Older Refugees of Cumberland County

PART I INTRODUCTION

A. Purpose and Background

The Department of Health and Human Services (Department) is seeking proposals to provide Supplemental Support Services (Services) for Older Refugees of Cumberland County as defined in this Request for Proposals (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the Provider(s) will be selected, and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Bidder(s).

In order to improve services to racial, ethnic and linguistic minority populations in the State of Maine, the Department, with the support of the Office of the Governor, strategically established the Office of Multicultural Affairs (OMA). OMA provides support to state agencies, non-governmental organization, and community partners in order to develop sustainable projects and initiatives that will address the needs of the above mentioned multicultural community. OMA's mission is to provide support to State Agencies, Non-Governmental organizations and Community Partners in addressing the needs of ethnic, racial and linguistic minorities in Maine.

The State of Maine, Department of Health and Human Services, Office of Multicultural Affairs per Section [412\(c\)\(1\)\(A\) of the Immigration and Nationality Act \(INA\) \(8 U.S.C. 1522\(c\)\(1\)\(A\)\)](#), as amended, is seeking proposals in the areas of development, promotion and implementation of the Services for Older Refugee Program.

The purposes of the program are to:

1. Establish and/or expand a working relationship with the Office of Aging and Disability Services (OADS) and the local community Area Agencies on Aging to ensure all older refugees in the community will be linked to mainstream aging services in their community;
2. Provide appropriate services to all older refugees who are not currently being provided by the community;
3. Link older refugees with appropriate services in the community to increase independent living and create opportunities that enable older refugees to live independently as long as possible;
4. Link older refugees to existing naturalization services, or, if services are non-existent or inadequate, develop such services, with special attention to newly arrived older refugees and those who have lost, or are at risk of losing, Supplemental Security Income and/or other Federal benefits.

B. General Provisions

1. Issuance of this RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to this RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
2. All proposals should adhere to the instructions and format requirements outlined in this RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the "Proposal Submission Requirements and Evaluation" section of this RFP.
3. Bidders shall take careful note that in evaluating a proposal submitted in response to this RFP, the Department will consider materials provided in the proposal, information obtained through

interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder's experience and capabilities. The proposal shall be signed by a person authorized to legally bind the Bidder and shall contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.

4. The RFP and the selected Bidder's proposal, including all appendices or attachments, shall be the basis for the final contract, as determined by the Department.
5. Following announcement of an award decision, all submissions in response to this RFP will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. §§ 401 et seq.).
6. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to this RFP.
7. The State of Maine Division of Purchases reserves the right to authorize other Departments to use the contract(s) resulting from this RFP, if it is deemed to be beneficial for the State to do so.
8. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be Proposer's/Vendor's responsibility to determine the applicability and requirements of any such laws and to abide by them.

C. Eligibility to Submit Bids

Public agencies, private for-profit companies, and non-profit companies and institutions are invited to submit bids in response to this Request for Proposals.

D. Contract Term

The Department is seeking a cost-efficient proposal to provide services, as defined in this RFP, for the anticipated contract period defined in the table below. Please note that the dates below are estimated and may be adjusted as necessary in order to comply with all procedural requirements associated with this RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the Department may opt to renew the contract for two renewal periods of one year each, subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from this RFP, is defined as follows:

Period	Start Date	End Date
Initial Period of Performance	April 1, 2016	September 30, 2016
Renewal Period #1	October 1, 2016	September 30, 2017
Renewal Period #2	October 1, 2017	September 30, 2018

E. Number of Awards

The Department anticipates making one award as a result of this RFP process.

F. Definitions

1. **Alien:** Any person who is not a citizen or national of the United States.

2. **Asylee:** An individual with granted asylum status under Section 208 of INA, in the first five years (60 months) from the date the asylee was granted status. An alien in the United States or at a port of entry who is found to be unable or unwilling to return to his or her country of nationality, or to seek the protection of that country, because of persecution or a well-founded fear of persecution.
3. **Client Centered:** A service delivery model that identifies individual client's needs and then determines how best to provide assistance.
4. **Cuban or Haitian Entrant:** Defined in Section 501 [e] of the Refugee Education Assistance Act of 1980 in the period of five years (60 months) from the date such status was granted. [See https://www.dcf.state.fl.us/programs/refugee/webguides/eg_chapters/3.pdf]
5. **Eligible:** Refugee aged 60 years of age or older.
6. **English language training:** Teaching the English language to students with different native or home languages using specially designed programs and techniques. English as a second language is an English-only instructional model, and most programs attempt to develop English skills and academic knowledge simultaneously.
7. **Form N-400, Application for Naturalization:** The primary form to file to USCIS to obtain citizenship. <http://www.uscis.gov/n-400>.
8. **Naturalized US Citizenship Process:** To become a naturalized U.S. citizen, individuals must pass the naturalization test. At the naturalization interview, individuals are required to answer questions about application and background. Each client will also take an English and civics test unless they qualify for an exemption or waiver. The English test has three components: reading, writing, and speaking. The ability to speak English will be determined by a USCIS Officer during the eligibility interview on Form N-400. For the reading portion, each client must read one out of three sentences correctly. For the writing test, each client must write one out of three sentences correctly. Certain applicants, because of age and time as a permanent resident, are exempt from the English requirements for naturalization and may take the civics test in the language of their choice. For more information, see exceptions and accommodations.
9. **Older Refugee:** An eligible individual under this grant over the age of 60, who "owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, is outside the country of his nationality, and is unable to or, owing to such fear, is unwilling to avail himself of the protection of that country".
10. **Refugee:** Any person who is outside his or her country of nationality who is unable or unwilling to return to that country because of persecution or a well-founded fear of persecution. Persecution or the fear thereof must be based on the alien's race, religion, nationality, membership in a particular social group, or political opinion. In the United States, a refugee, admitted under Section 207 of Immigration and Naturalization Act (INA, 1980), in the five years (60 months) from the date the person entered the United States with such status.
11. **Special Immigrant Visa Holders:** Afghani and Iraqi nationals per section 1244 of Public Law 110-181 and any applicable amendments.
12. **United States Citizen and Immigration Services:** U.S. Citizenship and Immigration Services (USCIS) is the government agency that oversees lawful immigration to the United States.

- 13. U.S. Department of Homeland Security:** U.S. agency whose mission is to secure the nation from the many threats it faces through the dedication of more than 240,000 employees in jobs that range from aviation and border security to emergency response, from cybersecurity analyst to chemical facility inspector.
- 14. Victims of Trafficking:** Individuals who are victims of trafficking, are provided a “T” visa and thus certified as eligible for refugee services, in the period of five years (60 months) from the date the person entered the United States or was granted such status. <http://www.uscis.gov/humanitarian/victims-human-trafficking-other-crimes/victims-human-trafficking-t-nonimmigrant-status> .
- 15. Vietnamese Amerasian:** An alien admitted into the United States as a Vietnamese Amerasian immigrant as described in Section 402 (a) 2 (A) (I) (V) of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (8 U.S.C. 1612 (a) 2 (A) in the period of five years (60 months) from the date the person was admitted into the United States. It provides for the admission of aliens born in Vietnam after January 1, 1962, and before January 1, 1976, if the alien was fathered by a U.S. citizen. Spouses, children, and parents or guardians may accompany the alien.

PART II SCOPE OF SERVICES TO BE PROVIDED

BIDDERS MUST DESCRIBE IN DETAIL HOW ALL ASPECTS OF PART II SHALL BE ACCOMPLISHED IN THE RESULTING AGREEMENT.

A. Overview

1. Statutory Authority

The State of Maine, Department of Health and Human Services, Office of Multicultural Affairs per Section [412\(c\)\(1\)\(A\) of the Immigration and Nationality Act \(INA\) \(8 U.S.C. 1522\(c\)\(1\)\(A\)\)](#) and the Office of Refugee Resettlement (ORR) Announcement of Awarded Funding, as amended, is seeking proposals in the areas of development, promotion and implementation of the Services for Older Refugee Program for Cumberland County.

2. Purpose

The purpose of the Services is to deliver an outcome oriented program to ensure the provision of social and supportive services to Older Refugees in the metropolitan area of Cumberland County.

3. Objectives

- a. Establish and/or expand a working relationship with the State Agency on Aging and the local community Area Agency on Aging to ensure all Older Refugees can live healthy and productive lives;
- b. Link Older Refugees with services in the community to increase independent living;
- c. Facilitate participation of Older Refugees in naturalization services to obtain U.S. citizenship as soon reasonably possible upon arrival to the United States;
- d. Facilitate enrollment and support delivery of socialization programs to Older Refugees; and
- e. Provide all services in an outcome oriented approach that is client centered.

B. Target Population

Individuals eligible for Services resulting from the RFP must meet the following:

1. Persons age 60 and above; and
2. Demonstrate, in the form of documentation issued by the Department of Homeland Security, of one of the following statuses:
 - a. Refugee
 - b. Asylee
 - c. Cuban or Haitian entrant
 - d. Vietnamese Amerasian
 - e. Victims of Trafficking
 - f. Special Immigrant Visa Holders

C. Requirements

1. Utilize a Needs Assessment tool to develop and implement assessment of each individual client. All services, to the extent possible, must be client centered and services must be targeted to ensure data is collected and maintained.

2. Document unique need of participants including:
 - a. Unique challenges encountered by the target population,
 - b. If English instruction is included, identify and further describe the nationally normed standardized test of English proficiency to be used to place eligible individuals in English classes to learn and assess progress.
3. Promote all Services resulting from this RFP and as identified within the ORR grant funding award to promote engagement in the Older Refugee Community.
4. Utilize, as appropriate, existing federal, state and local community resources available to supplement and maximize success of the Services resulting from this RFP.
5. All facilities utilized to provide Services resulting from this RFP must comply with the health and safety regulations of the Department of Education (DOE) Rule Chapter § 125.10 including water testing, licensing of food service facilities and other applicable requirements of the Department including water testing, licensing of food service facilities, and other applicable requirements of the Department.
6. Provide English Language Instruction to assist with English acquisition as it relates to meeting the English language and civics requirements of the naturalization process. Bidders must include the following:
 - a. Plans for assessing, documenting and tracking English Proficiency results upon enrollment including progression within each academic year, utilizing a pre- and –post assessment;
 - b. Demonstrate how the Bidder plans to execute plan in order to provide ten (10) hours minimum of individual/student centered instruction per week,
 - c. Detailed description of the curriculum for each scheduled activity,
 - d. Methodology to collect, document and validate individual eligibility status under the statutory requirements of the ORR funding award,
 - e. Demonstrate and describe in detail how to improve English acquisition learning outcomes, and
 - f. Demonstrate and describe in detail how to connect participants with community resources to support English Acquisition.
7. Provide or facilitate the provision of Naturalization and Civic Integration Services through increased knowledge of English, U.S. History and civics including, but not limited to, the following:
 - a. Detailed description of the curriculum for each scheduled activity(ies),
 - b. Collect, document and validate individual learner’s eligibility status as required by the ORR funding award,
 - c. Improve learning outcomes,
 - d. Assess, document and track learning results upon enrollment and exit, and
 - e. Support individual participants to successfully submit for N-400 or other related requirements and/or waivers.
8. Provide socialization programs for individuals to develop and/or enhance the skills and habits necessary to participate within the community.
9. Collect and report feedback from individual participants to ensure continuous quality.

10. Outline and provide all Services related to this RFP using the Logic Model identified in Appendix C for activities, timelines, outcomes and goals.
11. Facilitate existing community partners and resources to meet the needs of the target population.
12. Collect and report individual level data as required by the Department and/or the ORR funding award including the top five (5) primary languages spoken by eligible participants.

D. Training

1. Describe three (3) or more staff training modules to be annually implemented during the life of the project to ensure compliance of all activities describe above. Include at least one outcome measure associated to this deliverable.

E. Performance Based Contracting

The Department is committed to securing services that are the highest quality, are delivered in an efficient and effective manner and have clearly measurable outcomes. State law requires services contracted for by the Department be “Performance-Based”. The Maine State Legislature defines Performance-Based as:

An agreement for the purchase of direct client services employing a client-centered, outcome-oriented process that is based on measurable performance indicators and desired outcomes and includes the regular assessment of the quality of services provided.

The intent is to focus on the improvement of Outcomes (results) for the persons who use the services rather than upon outputs (level of effort) by the service providers. The Department has developed the following goal and Performance-Based contract measure(s) for the program that is the subject of this RFP. Proposals will be evaluated for the degree of responsiveness in meeting these desired Outcomes.

1. Outcomes

- a. Refer 90% of eligible individuals to mainstream aging services and other community services.
- b. Demonstrate 90% of referred eligible individuals are enrolled in mainstream aging services and other community services.
- c. Enroll 100% of eligible individuals (who have documented a need to improve their English proficiency) in newly developed or existing English Instruction services for older limited English proficient populations.
- d. Of those who enroll in English Instruction services, 40% or more, demonstrate English proficiency growth within one year.
- e. Of those who enroll in English Instruction services, 75% or more, enroll in multiple diverse opportunities to acquire or improve their English proficiency.
- f. Enroll 100% of eligible individuals who have a documented need to obtain citizenship in naturalization preparation and services.
- g. Of those who enroll in naturalization preparation services, 75% obtain citizenship.

F. Reporting Requirements

1. The successful Bidder shall adhere to all reporting requirements set forth by the Department and/or the Office of Refugee Resettlement (ORR) <http://www.acf.hhs.gov/programs/orr/resource/policy-guidance-reporting-forms> .

2. Identify and maintain a record keeping system to be utilized to collect and report all data elements.
Minimum Data Elements to be collected and reported are identified in Appendix C.
3. Submit all data requirements resulting from this RFP in a timely manner, as required by the Department.

PART III KEY RFP EVENTS

A. Timeline of Key RFP Events

Event Name	Event Date and Time
Bidders' Conference	November 18, 2015
Due Date for Receipt of Written Questions	December 2, 2015 at 5:00pm, local time
Due date for Letter of Intent	December 18, 2015 at 5:00pm, local time
Due Date for Receipt of Proposals	January 19, 2015 at 2:00pm, local time
Estimated Contract Start Date (subject to change)	April 1, 2016

B. Bidders Conference

The Department will sponsor a Bidders' Conference concerning this RFP beginning at the date and time shown in the timeline above. The Bidders' Conference will be held at Department of Labor's Casco Room 151 Jetport Blvd., South Portland, ME 04102.

The purpose of the Bidders' Conference is to answer and/or field questions, clarify for potential Bidders any aspect of the RFP requirements that may be necessary and provide supplemental information to assist potential Bidders in submitting responses to the RFP. Although attendance at the Bidders' Conference is not mandatory, it is strongly encouraged that interested Bidders attend.

C. Questions

1. General Instructions

- It is the responsibility of each Bidder to examine the entire RFP and to seek clarification in writing if the Bidder does not understand any information or instructions.
- Questions regarding the RFP must be submitted in writing and received by the RFP Coordinator listed on the cover page of this RFP document as soon as possible but no later than the date and time specified in the timeline above.
- Questions may be submitted by e-mail, and include the RFP Number and Title in the subject line. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.
- Include a heading with the RFP Number and Title. Be sure to refer to the page number and paragraph within this RFP relevant to the question presented for clarification, if applicable.

- Summary of Questions and Answers:** Responses to all substantive and relevant questions will be compiled in writing and distributed to all registered, interested persons by e-mail no later than seven (7) calendar days prior to the proposal due date. Only those answers issued in writing by the RFP Coordinator will be considered binding. The Department reserves the right to answer or not answer any question received.

D. Letter of Intent to Bid

- Letter of Intent Due:** Bidders interested in submitting a proposal are required to submit a Letter of Intent to Bid. Letters of Intent must be submitted and received by the RFP Coordinator listed on the cover page of this RFP document as soon as possible but no later than the date and time specified in the timeline above.

Please note: Failure to submit a Letter of Intent to Bid that is received by this deadline will automatically result in disqualification from the bidding process and Postmarks do not count. The Department will not

accept proposals from bidders unless they have submitted a Letter of Intent. Sending an item by Certified, Return Receipt Requested, may NOT validate receipt at the specified address by the stated deadline.

2. **Content:** The letter should be no longer than a page or two, on official business stationery and include the following:
 - a. RFP number and RFP title;
 - b. Legal business name of the bidding organization;
 - c. Complete mailing address;
 - d. Chief Executive and Contact Person;
 - e. Telephone and fax numbers and e-mail addresses for persons listed under iv;
 - f. Brief description of Bidder's experience and ability to perform work required;
 - g. Signature of a person authorized to enter into contractual agreements with the Department on behalf of the organization (i.e., a chief executive, as identified above).
3. **Submission:** Letters of Intent may be sent regular mail or e-mail. Bidders are responsible for allowing adequate time for delivery. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.

E. Submitting the Proposal

1. **Proposals Due:** Proposals must be received no later than 2:00 p.m. local time, on the date listed in the timeline above, at which point they will be opened. Proposals received after the 2:00 p.m. deadline will be rejected without exception.
2. **Mailing/Delivery Instructions:** PLEASE NOTE: The proposals are not to be submitted to the RFP Coordinator at the requesting Department. The official delivery site is the State of Maine Division of Purchases (address shown below).
 - a. Only proposals received at the official delivery site prior to the stated deadline will be considered. Bidders submitting proposals are responsible for allowing adequate time for delivery. Proposals received after the 2:00 p.m. deadline will be rejected without exception. Postmarks do not count and fax or electronic mail transmissions of proposals are not permitted unless expressly stated in this RFP. Any method of hardcopy delivery is acceptable, such as US Mail, in-person delivery by Bidder, or use of private courier services.
 - b. The Bidder must send its proposal in a sealed package including one **original and six (6) copies** of the complete proposal. Please clearly label the original. One electronic copy of the proposal must also be provided on CD or flash drive with the complete narrative and attachments in MS Word format. Any attachments that cannot be submitted in MS Word format may be submitted as Adobe (.pdf) files.
 - c. Address each package as follows (and be sure to include the Bidder's full business name and address as well as the RFP number and title):

Bidder Name/Return Address

Division of Purchases
Burton M. Cross Building, 4th Floor
111 Sewall Street
9 State House Station
Augusta ME 04333-0009

Re: RFP#201510183

PART IV PROPOSAL SUBMISSION REQUIREMENTS

This section contains instructions for Bidders to use in preparing their proposals. The Bidder's proposal must follow the outline used below, including the numbering and section and sub-section headings as they appear here. Failure to use the outline specified in this section or to respond to all questions and instructions throughout this document may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department and its evaluation team for this RFP have sole discretion to determine whether a variance from the RFP specifications should result in either disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in this RFP will, at best, be considered minimally responsive. The Department seeks detailed yet succinct responses that demonstrate the Bidder's experience and ability to perform the requirements specified throughout this document.

A. Proposal Format

1. For clarity, the proposal should be typed or printed. Proposals should be single-spaced with 1" margins on white 8 1/2" x 11" paper using a font no smaller than 12 point Times New Roman or similar.
2. All pages should be numbered consecutively beginning with number 1 on the first page of the narrative (this does not include the cover page or table of contents pages) through to the end, including all forms and attachments. For clarity, the Bidder's name should appear on every page, including Attachments. Each Attachment must reference the section or subsection number to which it corresponds.
3. Bidders are asked to be brief and to respond to each question and instruction listed in the "Proposal Submission Requirements" section of this RFP. Number each response in the proposal to correspond to the relevant question or instruction of the RFP. The proposal should be limited to a maximum total of 50 pages. Pages provided beyond the aforementioned maximum amount will not be considered during evaluation.
4. The following proposal elements, if applicable/requested, will not be counted as part of the maximum total number of pages allowed for the proposal: proposal cover page, table of contents, financial forms, any required attachments, appendices, or forms provided by the Department in the RFP, organizational charts, job descriptions, or staff résumés.
5. The Bidder may not provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Any material exceeding the proposal limit will not be considered in rating the proposals and will not be returned. Bidders shall not include brochures or other promotional material with their proposals. Additional materials will not be considered part of the proposal and will not be evaluated.
6. Include any forms provided in the application package or reproduce those forms as closely as possible. All information should be presented in the same order and format as described in the RFP.
7. It is the responsibility of the Bidder to provide all information requested in the RFP package at the time of submission. Failure to provide information requested in this RFP may, at the discretion of the Department's evaluation review team, result in a lower rating for the incomplete sections and may result in the proposal being disqualified for consideration.
8. Bidders should complete and submit the proposal cover page provided in Appendix A of this RFP and provide it with the Bidder's proposal. The cover page must be the first page of the proposal package. It is important that the cover page show the specific information requested, including Bidder address(es) and other details listed. The proposal cover page shall be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

B. Proposal Contents

Section I Organization Qualifications and Experience

1. Overview of the Organization

Present a brief statement of qualifications and short summary of relevant experience. If subcontractors are to be used, provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors' organizational capacity and qualifications.

Organizational capacity includes the specific resources that are available through the organization to support services outlined in this RFP. The proposal must describe and explain the priority this program has in the organization's internal structure and how this program will relate to other programs (if any) within the organization.

2. Organization Location and Licensure

- a. Location of the corporate headquarters. Also, describe the current or proposed location where services will be provided or from which the contract will be managed.
- b. Attach documentation of any applicable Maine licensure requirements (or any specific credentials required).
- c. Attach a certificate of insurance on a standard Acord form (or the equivalent) evidencing the Bidder's general liability, professional liability and any other relevant liability insurance policies that might be associated with this contract.

3. Organizational Experience

Briefly describe the history of the Bidder's organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. Include similar information for any subcontractors.

4. Description of Experience with Similar Projects

- a. Provide a description of five projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in the "Scope of Services" portion of this RFP. For each of the five examples provided, a contact person from the client organization involved should be listed, along with that person's telephone number. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.
- b. Provide a description of Bidder's proven experience to manage complex data collection requirements and demonstrate successful outcomes.
- c. Provide a description of Bidder's proven experience collecting, documenting and validating immigration status of eligible individuals.
- d. Provide a list and description of Bidder's proven experience successfully (accurately, timely and complete) developing and submitting reports mandated by State or Federal agency.
- e. If the Bidder has not provided similar services, note this, and describe experience with projects that highlight the Bidder's general capabilities.

5. Staffing

- a. List all administrators and staff (including subcontractors) who will provide services resulting from this RFP including titles, job descriptions, resumes, and responsibilities.
- b. Identify each bi-lingual/bi-cultural staff (including subcontractors) who will provide services resulting from this RFP including titles, job descriptions, resumes, and responsibilities.

Section II Proposed Services

1. Services to be Provided

Discuss the Scope of Services referenced above in Part II of this RFP and what the Bidder will offer. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved. If subcontractors are involved, clearly identify the work each will perform.

2. Implementation - Work Plan

Provide a realistic work plan for the implementation of the program through the first contract period. Display the work plan in a timeline chart. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task. If applicable, make note of all tasks to be delegated to subcontractors.

Section III Cost Proposal

1. General Instructions

- a. The Bidder must submit a cost proposal that covers the entire period of the contract, including any optional renewal periods. Please use the expected contract start date of April 1, 2016 and an end date of September 30, 2016 in preparing this section.
- b. The cost proposal shall include the costs necessary for the Bidder to fully comply with the contract terms and conditions and RFP requirements.
- c. Failure to provide the requested information and to follow the required cost proposal format provided in Appendix B may result in the exclusion of the proposal from consideration, at the discretion of the Department.
- d. No costs related to the preparation of the proposal for this RFP or to the negotiation of the contract with the Department may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.

2. Cost Proposal Form Instructions

The Bidder should fill out Appendix B, following the instructions detailed in the form. Bidders are to complete and submit budget forms to provide a detailed breakdown of expenses in performing the services as described in this RFP and in the Bidder's proposal. The budget forms can be found at the following website in the section titled "Rider F." <http://www.maine.gov/dhhs/contracts/contract-2016/index.html>

- 3. Budget Narrative:** Bidders are to include a brief budget narrative to explain the basis for determining the expenses submitted on the budget forms. (Please note: The budget narrative will not count against the narrative page limited stated in PART IV, Section A., subsection 3.)

PART V PROPOSAL EVALUATION AND SELECTION

Evaluation of the submitted proposals shall be accomplished as follows:

A. Evaluation Process - General Information

1. An evaluation team, comprised of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP, and in accordance with the most advantageous cost and economic impact considerations (where applicable) for the State.
2. Officials responsible for making decisions on the selection of a contractor shall ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal best satisfies the criteria of the RFP at a reasonable/competitive cost.
3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders if needed to obtain clarification of information contained in the proposals received, and the Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Interviews/presentations are not required, and changes to proposals will not be permitted during any interview/presentation process. Therefore, Bidders should submit proposals that present their costs and other requested information as clearly and completely as possible.

B. Scoring Weights and Process

1. **Scoring Weights:** The score will be based on a 100 point scale and will measure the degree to which each proposal meets the following criteria.

Section I. Organization Qualifications and Experience (30 points)

Includes all elements addressed above in Part IV, Section I.

Section II. Specifications of Work to be Performed (40 points)

Includes all elements addressed above in Part IV, Section II.

Section III. Cost Proposal (30 points)

Includes all elements addressed above in Part IV, Section III.

- a. Cost Proposal (25 points)
- b. Budget Narrative (5 Points)

2. **Scoring Process:** The review team will use a consensus approach to evaluate the bids. Members of the review team will not score the proposals individually but instead will arrive at a consensus as to assignment of points on each category of each proposal. The contract award(s) will be made to the Bidder(s) receiving the highest number of evaluation points, based upon the proposals' satisfaction of the criteria established in the RFP. The Cost section will be scored according to a mathematical formulas described below.
3. **Scoring the Cost Proposal:** The total cost proposed for conducting all the functions specified in this RFP will be assigned a score according to a mathematical formula. The lowest bid will be awarded **25 points**. Proposals with higher bids values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

The scoring formula is:

(Lowest submitted cost proposal / Cost of proposal being scored) x **25** = pro-rated score

The remaining **five (5)** points allocated to the Cost Proposal will be used to evaluate the responsiveness of the narrative material and supporting documentation contained with this section including: accuracy and reasonableness (assumptions used in calculating the costs), budget and financial stability.

No Best and Final Offers: The State of Maine will not seek a best and final offer (BAFO) from any Bidder in this procurement process. All Bidders are expected to provide their best value pricing with the submission of their proposal.

- 4. Negotiations:** The Department reserves the right to negotiate with the successful Bidder to finalize a contract at the same rate or cost of service as presented in the selected proposal. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department's Request for Proposals to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with a selected respondent who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

C. Selection and Award

1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Purchases Review Committee.
2. Notification of contractor selection or non-selection will be made in writing by the Department.
3. Issuance of this RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to this request, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
4. The Department reserves the right to reject any and all proposals or to make multiple awards.

D. Appeal of Contract Awards

Any person aggrieved by the award decision that results from this RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in 5 MRSA § 1825-E and 18-554 Code of Maine Rules, Chapter 120 (found here: <http://www.maine.gov/purchases/policies/120.shtml>). The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of contract award.

PART VI CONTRACT ADMINISTRATION AND CONDITIONS

A. Contract Document

1. The successful Bidder will be required to execute a contract in the form of a State of Maine Agreement to Purchase Services (BP54). A list of applicable Riders is as follows:

Rider A: Specification of Work to be Performed

Rider B: Method of Payment and Other Provisions

Rider C: Exceptions to Rider B

Rider D: Additional Requirements (if applicable)

Rider F: Budget Forms

Rider E: Program Requirements (if applicable)

Rider G: Identification of Country in Which Contracted Work Will Be Performed

The complete set of standard BP54 contract documents may be found on the Division of Purchases website at the following link: <http://www.maine.gov/purchases/info/forms/BP54.doc>

Other forms and contract documents commonly used by the State can be found on the Division of Purchases website at the following link: <http://www.maine.gov/purchases/info/forms.html>

2. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Purchases Review Committee. Contracts are not considered fully executed and valid until approved by the State Purchases Review Committee and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders. (Referenced in the regulations of the Department of Administrative and Financial Services, Chapter 110, § 3(B)(i): <http://www.maine.gov/purchases/policies/110.shtml>

This provision means that a contract cannot be effective until at least 14 days after award notification.

3. The Department estimates having a contract in place by April 1, 2016. The State recognizes, however, that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the State Purchases Review Committee. Any appeals to the Department's award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date may need to be adjusted, if necessary, to comply with mandated requirements.
4. In providing services and performing under the contract, the successful Bidder shall act independently and not as an agent of the State of Maine.

B. Standard State Agreement Provisions

1. Agreement Administration
 - a. Following the award, an Agreement Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after the award to consult with the successful Bidder in the finalization of the contract.
 - b. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on,

until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

2. Payments and Other Provisions

The State anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the State of Maine contract number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from this RFP.

PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS

1. Appendix A - Proposal Cover Page
2. Appendix B - Cost Proposal Form
3. Appendix C - Data Elements to be reported
4. [412\(c\)\(1\)\(A\) of the Immigration and Nationality Act \(INA\) \(8 U.S.C. 1522\(c\)\(1\)\(A\)\)](#)
5. https://www.dcf.state.fl.us/programs/refugee/webguides/eg_chapters/3.pdf
6. https://www.usimmigration.us/?gclid=CMX09M_FIMYCFQesaQodiLQA3Q
7. <http://www.uscis.gov/humanitarian/victims-human-trafficking-other-crimes/victims-human-trafficking-t-nonimmigrant-status>
8. <http://www.acf.hhs.gov/programs/orr/resource/policy-guidance-reporting-forms>

PART VIII APPENDICES

Appendix A

**State of Maine
Department of Health and Human Services
PROPOSAL COVER PAGE**

RFP#201510183

Supplemental Support Services for Older Refugees of Cumberland County

Bidder's Organization Name:		
Chief Executive - Name/Title:		
Tel:	Fax:	E-mail:
Headquarters Street Address:		
Headquarters City/State/Zip:		
<i>(provide information requested below if different from above)</i>		
Lead Point of Contact for Proposal - Name/Title:		
Tel:	Fax:	E-mail:
Street Address:		
City/State/Zip:		

Proposed Cost:	
<i>The proposed cost listed above is for reference purposes only, not evaluation purposes. In the event that the cost noted above does not match the Bidder's detailed cost proposal documents, then the information on the cost proposal documents will take precedence.</i>	

- This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
- No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder's proposal.
- No attempt has been made or will be made by the Bidder to induce any other person or firm to submit or not to submit a proposal.
- The undersigned is authorized to enter into contractual obligations on behalf of the above-named organization.

Debarment, Performance, and Non-Collusion Certification

By signing this document I certify to the best of my knowledge and belief that the aforementioned organization, its principals, and any subcontractors named in this proposal:

- a. Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
- b. Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
 - i. fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government transaction or contract.*
 - ii. violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;*
 - iii. are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and*
 - iv. have not within a three (3) year period preceding this proposal had one or more federal, state or local government transactions terminated for cause or default.*
- c. Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*

Failure to provide this certification may result in the disqualification of the Bidder's proposal, at the discretion of the Department.

To the best of my knowledge all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.

Name:	Title:
Authorized Signature:	Date:

Appendix B

State of Maine Department of Health and Human Services COST PROPOSAL FORM

RFP#201510183

Supplemental Support Services for Older Refugees of Cumberland County

Bidder's Organization Name: _____

Please use the expected contract start date of April 1, 2016 and an end date of September 30, 2016 in preparing the budget forms.

Bidders are to complete and submit budget forms to provide a detailed breakdown of expenses in performing the services as described in this RFP and in the Bidder's proposal. The budget forms can be found at the following website in the section titled "Rider F." Bidders are to use the "**Budget Form - Cost Settled**" and accompanying instructions:

<http://www.maine.gov/dhhs/contracts/contract-2016/index.html>

***20% of the total budget must be dedicated to English Language Instruction as identified in Part II.**

****Funds may not be used for capital expenditures or acquisitions (construction, remodeling, real estate purchase) or lobbying related activities.**

Bidders may follow the instructions that apply to the forms with the following exceptions:

Enter the Bidder's name in the AGENCY NAME line.

Enter the RFP # in the DHHS AGREEMENT# line.

This only needs to be done on Budget Form 1 and it will populate all other budget pages.

Budget Form 1, Revenue Sources - The cost that the Bidder proposes in response to this RFP can be listed under Revenue Sources and identified as *RFP Projected Agreement Funds (RFP bid)*. Once a contract is awarded the actual revenue amounts that are split between State and Federal sources for these services will be correctly identified by DHHS.

Budget Form 2A only needs to be completed if it is applicable.

Rider F-1 ASF and Rider F-2 Agreement Compliance do not need to be completed.

Appendix C – Data Elements to be Reported

Minimum Data Elements Required to be Collected and Reported

Last Name

First Name

Middle Name

Immigration Status

Date of Birth

Alien Number (8-9 digits, no leading zeros, no letter A

Land Date

Asylum Date (if applicable)

Race

Ethnicity

Primary Language

Country of Origin

City (Reside)